

## SB 1004 Technical Assistance Series

### Introduction to Topic 5: Strategy Exchange to Address Common Challenges

June-July 2018

Throughout the SB 1004 Technical Assistance Series, we heard from many participants that they greatly valued the opportunity to come together with others who were planning to or already delivering palliative care services to Medi-Cal patients. In addition, many plans and provider organizations were interested to know more about the early experiences of others delivering SB 1004 services; for example, the volume of patients/members served, or the efficacy of strategies to inform or engage members. Six months after the implementation of SB 1004, we convened 2 workshops to facilitate exchange of information between provider organizations and plans, to discuss the common challenges to implementing this program, and share ideas for how to overcome these challenges. We also disseminated a survey to gather additional qualitative and quantitative information from plans and provider organization to better describe the current state of SB 1004 activities throughout the state. Their responses (from 13 health plans and 16 palliative care provider groups) are included in the accompanying slides.

#### Topic 5 learning objectives:

- Develop strategies to address common implementation challenges, informed by the experiences of peers who are administering and delivering SB 1004 services
- Explore the range of staffing models that providers are using to deliver SB 1004 palliative care
- Explore the range of approaches plans are taking to collaborate with palliative care providers on operational and clinical processes
- Review strategies that plans and providers are employing to identify eligible patients
- Highlight promising approaches to engaging patients and referring providers

#### How to Use Topic 5 Resources:

For a comprehensive review of the topic, inclusive of survey data and themes conveyed during the workshops, start with the [Topic 5 presentation slides](#).

The [Topic 5 Strategy Exchange Notes](#) provide greater detail regarding plans' and providers' feedback regarding barriers to delivering services and strategies to improve service delivery, focusing on five key topics:

- Provider Staffing Models
- Plan-Provider Collaboration
- Identifying Eligible Patients/Members
- Informing and Engaging Patients/Members
- Informing and Engaging Referring Providers